



# VACANCY ANNOUNCEMENT

TRI MISSION MANAGEMENT  
SEPTEMBER 22, 2015  
No. 2015-61

**TO:** All Interested Candidates  
**SUBJECT:** Computer Control Clerk

NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS AT THE TIME OF APPLICATION TO BE ELIGIBLE FOR CONSIDERATION. THE MISSION DOES NOT SPONSOR WORK PERMITS.

**POSITION:** Computer Control Clerk, FSN-6, FP-8\*

**OPENING DATE:** September 22, 2015

**CLOSING DATE:** October 6, 2015

**WORK HOURS:** Full-time: 40 hours/week for Not Ordinarily Residents  
Full-time: 35 hours/week for Ordinarily Residents

**SALARY:** Not Ordinarily Resident: final salary will be confirmed by Washington based on applicants' qualifications and prior work experience\*  
Ordinarily Resident: € 30.530,00 gross p.a. (starting salary)

\* Actual grade and salary will be based on the qualifications of the applicant

\*\* Overseas Comparability Pay will apply if an FMA appointment

**The U.S Embassy in Paris, France seeks a Computer Control Clerk.**

## **BASIC FUNCTION OF POSITION:**

The incumbent is in charge of the Tri-Mission IT Customer Support desk. In this role the incumbent is the Tri-Mission's first point-of-contact for all IT Customer Support requests and either resolves or assigns, tracks, and ultimately closes the requests.

A copy of the full position description is available from the Human Resources Office.

## **QUALIFICATIONS REQUIRED:**

### **Notes:**

**1) Applicants are required to submit their DS-174 form(s) in English and French if a position is advertised with an English and French Language Level of 3/3 or higher (standard resumes are no longer accepted).**

**2) Applicants must address each selection criterion detailed below with specific and comprehensive**

information supporting each item. Items 1-5 are all required.

**1. Education:**

At least two years of post-secondary education is required.

**2. Prior Work Experience:**

A minimum of three years of progressively responsible experience providing support in a customer-service environment is required.

**3. Language proficiency (These may be tested):**

English (W-R-S), Level-3 – Good Working Knowledge is required.

French (W-R-S), Level-4 – Fluency is required

**4. Knowledge (These may be tested):**

A comprehensive understanding of Windows computer operating systems (Windows XP / 7 / 8) and the Microsoft Office suite of products is required.

An excellent knowledge of PC components, hardware, discs, and software, and how they interact is required.

An excellent knowledge of recognizing the difference between computer and network problems is required.

A good knowledge of how to provide one-on-one instructions is required.

**5. Skills and abilities (These may be tested):**

An excellent customer service and interpersonal skills is required.

High-level reasoning ability to quickly absorb new information, place it into context, and take appropriate action is required.

Superior time-management, problem solving, and negotiating skills are required.

Ability to be proactive and to act independently.

**Selection Process:**

When equally qualified, U.S. Citizen Eligible Family Members (AEFMs) and U.S. Veterans will be given preference. Qualified USEFM applicants who are also U.S. Veterans will receive the highest preference. Therefore, it is essential that the candidate address the required qualifications above in the application.

**Additional Selection Criteria (see definitions):**

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
3. Current employees serving a probationary period are not eligible to apply.
4. Currently employed U.S. Citizen EFM's who hold an FMA appointment are ineligible to apply within the first 90 days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply within the first 90 calendar days of their appointment, unless currently hired into a position with a "When Actually Employed" (WAE) work schedule.
6. This is a sensitive position requiring a Non-Sensitive security certification.

**To Apply:**

Interested applicants for this position must submit the following or the application package will not be considered.

1. Applicants who claim EFM or MOH status must include in the cover letter accompanying their application that they are claiming EFM/MOH status, their present nationality, and name and employing section/agency of their sponsoring family member.
2. **Applicants are required to submit their DS-174 form(s) in English and French if a position is advertised with an English and French Language Level of 3/3 or higher (standard resumes are no longer accepted).**

- DS-174 in English and French are available on our website:  
<http://france.usembassy.gov/employment.html>

### **3. Proof of the required education level.**

4. Any other documentation (e.g., essays, certificates, awards, driver license) that addresses the qualification requirements of the position as listed above.
5. Candidates who claim U.S. Veterans Preference must provide a copy of their DD-214 form with their application;

### **Submit application to:**

EMAIL: [ParisRecruitment@state.gov](mailto:ParisRecruitment@state.gov)

Please **send** your application **only by email**.

### **Point of contact:**

Human Resources Assistant

TEL: 01-43-12-25-74 / 01-43-12-26-52

### **DEFINITIONS**

1. **Eligible Family Member (EFM):** An individual related to a U.S. Government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#));
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

2. **U.S. Citizen Eligible Family Member (USEFM):** For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- U.S. Citizen; and
- EFM (see above) at least 18 years old; and
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority; and either:
  1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad, or
  2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

3. **Appointment Eligible Family Member (AEFM):** EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- Is a U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- Is listed on the travel orders or approved Form OF-126, Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, and who is under chief of mission authority; and
- Is residing at the sponsoring employee's post of assignment abroad; and
- Does not receive a Foreign Service or Civil Service annuity.

4. **Member of Household (MOH):** An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and
- Not on the travel orders of the sponsoring employee; and
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

*A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who*

*falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a U.S. Citizen.*

5. **Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and
- Does not ordinarily reside (OR, see below) in the host country; and
- Is not subject to host country employment and tax laws; and
- Has a U.S. Social Security Number (SSN).

*NOR employees are compensated under a GS or FS salary schedule, not under the LCP.*

6. **Ordinarily Resident (OR)** – A Foreign National or U.S. citizen who:

- Is locally resident; and
- Has legal, permanent resident status within the host country; and
- Is subject to host country employment and tax laws.

*EFMs without U.S. Social Security Numbers are also OR. All OR employees, including U.S. citizens, are compensated in accordance with the Local Compensation Plan (LCP).*

**CLOSING DATE FOR THIS POSITION: OCTOBER 6, 2015**

The US Mission in France provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, disability, age, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

Distribution: All Interested Candidates